

# **Learning Management System (LMS)**

## **FSA University**

May 29, 2002



# Agenda

- Project Overview
- LMS Overview
- Expanded Capabilities
- Business Drivers
- Business Impacts
- Usage



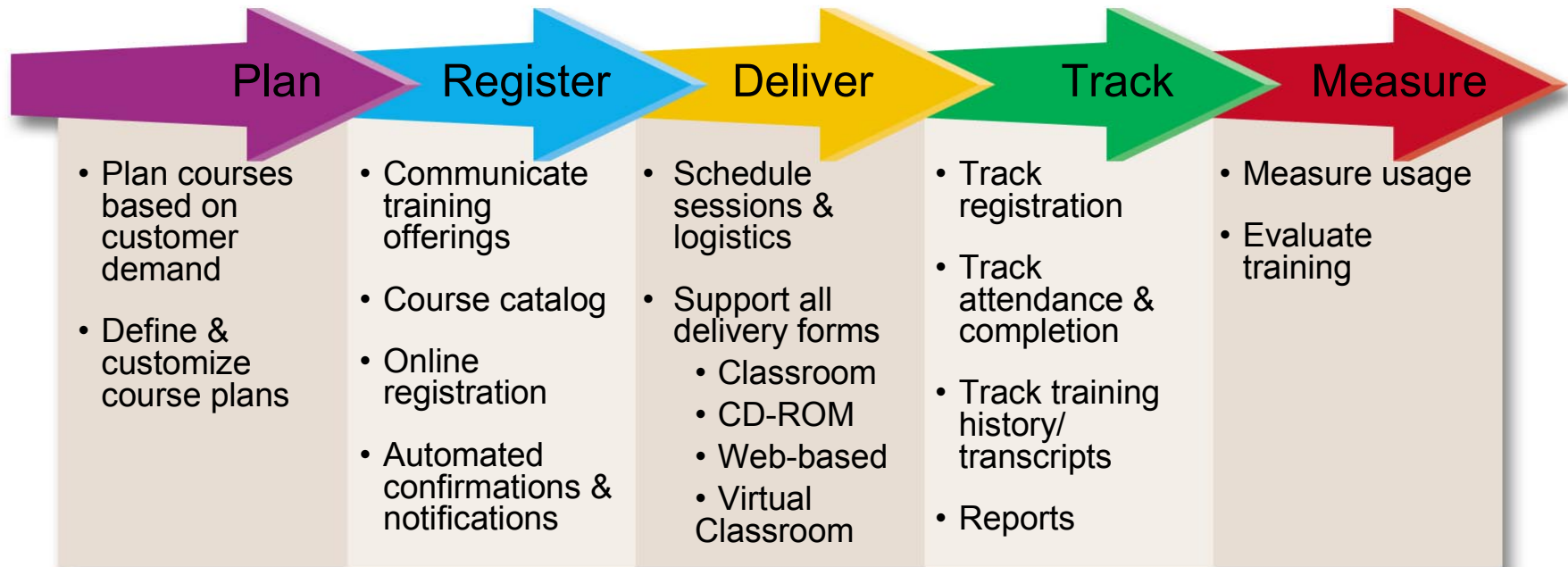
# Project Overview

- The Learning Management System (LMS) provides a web-based training infrastructure to support the administration, management and delivery of training for external customers.
- The LMS improves FSA University's operating efficiency and customer satisfaction, addressing key customer issues such as reliability, consistency, notifications, and communications.
- Saba was selected to provide LMS services on the Jamcracker netsourced platform previously implemented by FSA HR.
- <http://www.ed.gov/offices/OSFAP/sfau/> OR <http://sfa.jamcracker.com>



# LMS Overview

The Learning Management System (LMS) provides the infrastructure to support all phases of training administration throughout the training lifecycle.



# Expanded Capabilities

The LMS allows FSA University to more efficiently manage external training through increased capabilities and automating tasks previously completed manually. The Saba LMS is scalable to meet a growing user base and provides the infrastructure for future functionality such as skill assessments, curriculum management, and course delivery.

LMS Services	Previous System	FSAU External LMS
Course Catalog		•
Registration	•	•
Notifications		•
Training History		•
Electronic Materials Distribution		•
Logistics Support		•
Feedback and Surveys	•	•
Reporting		•
Resource Management		•
Utilization and Forecasting		•





# Business Drivers

The LMS enables FSA to increase customer services while managing administrative time and costs.

## *Business Drivers:*

- Improve operating efficiency with streamlined processes and reliable access
- Increase customer satisfaction through accurate and timely communications
- Manage training offerings based on customer demand
- Provide lowest cost solution with operational costs based on usage (scale as demand increases)

## *The LMS addresses key customer issues, including:*

- Lack of consistent registration processes
- Lack of notification when registering for a training event
- Lack of logistical information such as lodging and maps
- Lack of access due to server downtime
- Lack of communication about training offerings



# Business Impacts

External Customers	<i>Improved delivery of training services:</i> <ul style="list-style-type: none"><li>• Web-based registration on-demand</li><li>• Provide 24/7 reliable access to FSA courses</li><li>• Training history of what FSA courses the user has taken</li><li>• Confirmations and email notifications of registrations</li><li>• FSA course catalog enabling external customers to plan training in advance</li></ul>
FSA	<i>Improved training administration capabilities with reduced effort:</i> <ul style="list-style-type: none"><li>• Course demand and utilization tracking</li><li>• Improved access to training data of who has taken what courses</li><li>• Increased automation reduces time to perform manual tasks</li><li>• Proactive course planning based on course and customer evaluations</li><li>• Reduced complaint handling with defined customer service flows and reduced complaint handling</li><li>• Resource Management</li></ul>



# Usage of the LMS

The LMS went live and began registering external customers on April 1, completing a 5 month implementation.

Usage	Since April 1, the LMS has been used by the school community: <ul style="list-style-type: none"><li>• 3374 user accounts created</li><li>• 2280 course registrations</li><li>• &lt;200 customer service inquiries; &lt;50 complaints/issues</li></ul>
Schedule	Initial usage of the LMS includes: <ul style="list-style-type: none"><li>• Tools for Ensuring Program Integrity May – July 2002</li><li>• EDExpress May - July 2002</li><li>• Financial Partners Training Aug – Sept 2002</li><li>• Precertification / New FAA Training through 2002</li><li>• National Default Prevention Day August 2002</li><li>• Videoconferences Fall 2002</li></ul>





# Show Me...

**Welcome! Olivia Newton**

Today is: May 14, 2002

The LMS contains all FSA free training events in a searchable, online catalog and will enable you to register for events, show upcoming workshops and provide you with your transcript. You will also receive email reminders of your upcoming classes.

**Here is a helpful hint:**

In the Learning Catalog, you can click the GO button to get a list of all the courses and conferences available, or select by a date range and click the GO button to get all the courses and conferences available within that range.

The "Notices" area below helps you stay on top of all your learning. All you need to do is click on the "See All" link next to each item to see a full explanation of each notice.

This list updates each time you log in so your information is always current.

**Notices**

- Pending Order Requests: No Results Found.
- Upcoming Events: No Results Found.
- Wait-listed Registrations: No Results Found.
- Development Plan: Items to Do: No Results Found.

**Personalized Home Page**

**Search Results: 6 found**

On this page, you can find a class. Click on a title to see details.

Register	Title	Media
<input checked="" type="checkbox"/>	2002 IDExpress Application Processing 101 QA Tool Workshop	Course
<input checked="" type="checkbox"/>	2002 IDExpress Direct Loan Basic Training	Course
<input checked="" type="checkbox"/>	2002 IDExpress Pall Training	Course
<input checked="" type="checkbox"/>	2002 Precertification Training Workshop	Course
<input checked="" type="checkbox"/>	2002 Tools for Ensuring Program Integrity	Course
<input checked="" type="checkbox"/>	National Default Prevention Day	Course

**Course Catalog**

**Find a Class for: 2002 Tools for Ensuring Program Integrity**

Find by Location	Find by Facility	Start Date After	Start Date Before
All Locations	All Facilities	05/14/2002	06/14/2002

Register	Title	Class Number	Location	Facility	Start Date	End Date	Sessions	Seats Avail	On Wait
<input checked="" type="checkbox"/>	WKSP-02-0300 2002 Tools for Ensuring Program Integrity	001171	US-AL-Montevilla	University of Montevilla	5/29/02	5/30/02	W-Th 9:00-4:30	44	0
<input checked="" type="checkbox"/>	WKSP-02-0300 2002 Tools for Ensuring Program Integrity	001220	US-CA-San Diego	University of San Diego	5/30/02	5/31/02	Th-F 9-4:30pm	23	0
<input checked="" type="checkbox"/>	WKSP-02-0300 2002 Tools for Ensuring Program Integrity	001060	US-CO-Denver	Denver Regional Training Facility	5/29/02	5/30/02	W-Th 9:00-4:30	45	0
<input checked="" type="checkbox"/>	WKSP-02-0300 2002 Tools for Ensuring Program Integrity	001165	US-DE-Newark	Delaware State University				0	0
<input checked="" type="checkbox"/>	WKSP-02-0300 2002 Tools for Ensuring Program Integrity	001401	US-GA-Albany	Albany State University				0	0
<input checked="" type="checkbox"/>	WKSP-02-0300 2002 Tools for Ensuring Program Integrity	001046	US-GA-Atlanta	Atlanta State University				0	0
<input checked="" type="checkbox"/>	WKSP-02-0300 2002 Tools for Ensuring Program Integrity	001047	US-GA-Atlanta	Atlanta State University				0	0
<input checked="" type="checkbox"/>	WKSP-02-0300 2002 Tools for Ensuring Program Integrity	001360	US-HI-Honolulu	University of Hawaii				0	0
<input checked="" type="checkbox"/>	WKSP-02-0300 2002 Tools for Ensuring Program Integrity	001271	US-ID-Boise	Boise State University	6/12/02	6/13/02	W-Th 9:00-4:30	44	0
<input checked="" type="checkbox"/>	WKSP-02-0300 2002 Tools for Ensuring Program Integrity	001048	US-IL-Chicago	Chicago Regional Training Facility	5/29/02	5/30/02	W-Th 9:00-4:30	15	0
<input checked="" type="checkbox"/>	WKSP-02-0300 2002 Tools for Ensuring Program Integrity	001177	US-IL-Springfield	University of Illinois at Springfield	6/11/02	6/12/02	T-W 9-4:30PM	26	0

**List of class sessions**

**Confirm Your Request**

If you are logged in, click the **Check Out** button to complete your registration.

If you are browsing, you must login with a username and password in order to complete your registration. To login, click on the **I'm a registered user** link below. If you do not have a user name and password, click on the **I'm a new user** link below.

If you don't wish to continue, click **Return to Learning Catalog**

Your user name: sfa\_olivia.newton

**Check Out**

Items Requested	Student Name	Delete
WKSP-02-0300 2002 Tools for Ensuring Program Integrity US-CO-Denver:05/29/2002:05/30/2002	Olivia Newton	<input type="checkbox"/>

**Complete Registration**

